



Asikhulumbe - Let's talk

G.J CROOKES HOSPITAL QUATERLY NEWSLETTER

Private Bag X 5501, Scottburgh, 4180; Telephone: 039 978 7000; Fax: 039 978 1295
 Email: thobile.hadebe@kznhealth.gov.za; Webpage: www.kznhealth.gov.za/gjcrookeshospital.htm

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A MESSAGE FROM THE HOSPITAL MANAGER



Mrs. S.P Nyawo—Hospital Manager

The whole department of Health is facing a difficult situation when it comes to budget allocations. We all have to approach and face this challenge of budget constraints in a professional, economical and civilized manner. Public services should be provided economically and effectively in order to give citizens the best value for money. As Public

Servants it is our duty and responsibility to provide services in a way that supplies the best value for money.

We are also aware that as an institution we did not get provided with the amount of funds that we expected. These shortfalls definitely proves that working together as local government departments is very crucial, it will educate the community, play the role it was intended to play and eventually save the funds of all the departments who have partnered in the programme.

A good example is izimbizo or awareness events, government departments should all collaborate for one imbizo or awareness event, where we will all give useful information on how our departments are run. In this way we will be saving time and money. All our teams have come up with cost saving measures which are all good strategies that we all need to put into action. Let us again look after each cent and the rands will take care of themselves.

A small change from your offices or departments towards saving would eventually have a positive contribution. Government property like vehicles, telephones, computers etc should be utilized efficiently, the person using it should care for it as he/she would take care of his own possessions because these are all contributing to the ever increasing interest rates in our country.

An important reminder is that all the Public Servants must always put people first and not blame the budget shortfalls for our mistakes or poor service delivery to the community.

Last but not least, the 9th of August is considered a National Women's Day and the whole month of August is Women's month, and 365 days a year. I would like to wish all of you wonderful ladies the best. May the Lord give you all the strength you need to get through your everyday lives.

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Some of the senior management team while listening to one of the presentations

The G.J Crookes hospital extended management team, which includes all supervisors of different departments embarked on a two day workshop to compile the hospital's Operational Plan for 2008/09 financial year. The plan is required for the upcoming year, a need to set departmental and institutional priorities was recognized. The workshop took place at the Karridene Hotel on the 12 and 13th of March this year.

It was also blessed with the presence of the Deputy Manager of Ugu Health District—Mrs. Sokhulu, Hospital Board members and Mrs. M Whitfield from an NGO called UVAHHA, who has been assisting us with regards to home based care.

Different supervisors had to compile Operational plans for their departments and share with everyone present in a form of a presentation. Different contributions and questions from other team members were welcome. The day was very informative and left most of us with a broader knowledge of what goes on in other departments and how we can work as a team in order to make G.J Crookes hospital a winner.

WORLD HEALTH DAY

We are always encouraged to make healthy eating a priority of our everyday lives. This includes healthy meals especially fresh fruits and vegetables. These are mentioned to have a great impact on ones life. The month of April is recognized as a World Health Day and there were informative talks on the subject at our OPD. The community was encouraged to have a healthy diet which will in turn help them avoid diet-related diseases. For an example:



Display of food required for healthy living

Obesity can cause Adult-onset diabetes, Heart trouble, High blood pressure, High cholesterol, Osteoporosis (thinning of bones), Some cancers, Strokes (brain damage as a result of blood supply problems) and a lot more.

Clients were told that by healthy eating they will be able to reduce the chances of developing these diseases in their lives. Our dietician, Ms B Zimu and Catering Manager, Mrs. S Ntisana gave speeches around the topic to the community. People were told about the benefits of having their own home gardens, which could help them save money and have enough healthy food to provide for their families.

Dairy products, clean and safe water, low fat and low sodium food were all praised as being good for the body and for fighting deases and obesity. The community was given apples after the speeches.



Our patients receiving an apple—to keep the doctor away



uNkk. TR Gumede ehola abasebenzi embhikishweni

Ekukhumbeli usuku lomhlaba wonke lokungabhenywa kukagwayi, abasebenzi besibhedlela i G.J Crookes bagubha losuku ngokuba nemashi eyayigqugquzela ukuyeka ukubhema ugwayi mhla zingu 30 Mashi 2008. Imashi yaqala ngaphandle esangweni elikhulu esibhedlela, yaqhubeka yaya ngase mahhosisini abaphathi yase iphelela e OPD. Umsunguli walohlelo uMhlengikazi TR Gumede wathi inhloso yalemashi ukuqwashisa abasebenzi kanye neziguli ngobungozi bukagwayi, njengoba kungaba nomthelela wezifo ezinjengo: mdlavuza wesibeetho, isifo sofuba, ungaphinde futhi ulimaze amaphaphu kanye nesibindi. Base benxusa abantu ukuthi baqhelelane nogwayi kanye nezidakamizwa

njengoba lokhu kungabeka izimpilo zabo engcupheni. Baqhubekela emahhosisini abaphathi lapho bafika bahlangana nabaphathi besibhedlela, u Mhlengikazi Gumede wathi “ Njengabazali bethu silindele ukubona kini isibonelo esihle, siyanicela nani niyeke ukubhema emagcekeni esibhedlela nokuthi nikunqabele ukudayiswa kwagwayi ngoba loko kuholela ekutheni iziguli ziwuthenge okuyingozi ezimpilweni zazo”. Wathi ukubhenywa kukagwayi nokudayiswa kwawo ngaphakathi esibhedlela kungacina kudale umnyango wezempilo ubonakala njengezehluleki ekubeni isibonelo esihle. Baya e OPD lapho bakhuluma khona neziguli, nakhona besasho lona lelivangeli lokuyeka ugwayi.

Abaphathi besibhedlela bathembisa ukuwukhuthaza lomkhuba omuhle nokuwugqugquzela kubo bonke abasebenzi.

WHO'S NEW? INTERNS

On the 1st of April 2008, we were joined by seven interns, which is a National initiative from Department of Public Services and Administration (DPSA) under the Human Resources Planning and Development Section. They were all placed under different departments in the hospital. This is a step taken by the department to equip new graduates with as much working experience in their chosen fields as possible. Most job offers have a requirement of one year experience and this internship programme will provide the interns with that requirement.



The interns

The Interns are contracted for a year but can be released immediately if they secure a permanent post and they are expected to have learnt disciplines and dedications that a worker must possess. “We hope all the interns will gain the work experience that they need for their future jobs and we hope that they will find permanent positions whilst they are still within the department” said Ms S Ngwenya, HRD Practitioner, G.J Crookes Hospital.

All employees are expected to adhere to the Code of Good Conduct contained in the Public Service Regulations (Chapter Two). The Code of Conduct provides guidelines for your relationships with the government, the public and other employees. One of the relevant aspects of the Code of Conduct (Relationships with the public) says an employee should be polite, helpful and reasonably accessible in his or her dealings with the public, at all times treating members of the public as customers who are entitled to receive high standards of service.



A simple greeting and smile would make someone's day a special one. Serving your customers politely and friendly is one of the most important aspects of good customer care. As the famous saying goes "Do to others as you wish them to undo to you", imagine if you visit another hospital and you are very ill and need medical attention, the person serving you is rude and has no time for you. You would obviously feel annoyed and won't like to be treated that way.

COMMITTEE REVIEW

As a public institution, G.J Crookes Hospital believes that the public should be represented in most decision making processes. We have a Hospital Board committee that is made up of key public representatives and the senior hospital management. They meet at least once in every two months and take random rounds within the hospital. They have an important role to play in the running of the hospital, they observe and advise management according to important aspects of the needs of the community and the hospital.

In their role as supporters, board members strive to ensure the success of the institution by; bringing contacts and clout to the hospital, acting as ambassadors to the community, ensuring that the hospital management is meeting its obligations and that they are responsive to community needs. They also must make certain that the community has equitable access to all our services.

The Board should serve as an oversight entity to the management to ensure that the patients are receiving first-rate care, and the staff is treated justly. The role of the board is to establish the hospital's long-term plans and goals as a quality health care provider. This includes formulating policy and ensuring realistic growth and development. It is also important the hospital board maintain a constructive working partnership with the hospital management / employees to achieve those plans and goals.

Rev. C.M.K Dlamini is the chairperson of our board, other members are Mrs. I Smith, Mr. R Tomlinson, Mr. G.G Govender, Mr. B Somera, Councilor N Gumede and Mrs. F Scott Williams.

Special thanks goes to Mr. N.R Msebeni, Revenue department for the idea of Committee Review article.



The lovely triplets at our maternity department

TRIPLES AT OUR HOSPITAL

It has been a long time since we had triplets born at our hospital. Our maternity department was excited at the sight of newly born triplets. Nokulunga Shange, a 21 year old from Mgaye gave birth to her three babies one girl, and two boys on the 5th of May 2008.

CHOLERA AWARENESS ROADSHOW AT UMZINTO

Emuva kwezikhukhula ezinzima ezazihlasele indawo yase South Coast, zashiya umonakalo omkhulu ezintweni eziningi okubaleka kuzo namanzi ekubeni ayisidingo ngangi ezimpilweni zabantu. Ingakho umnyango wezempilo uhlangene nabakwa Environmental Health wabona kunesidingo sokuqwashisa abantu ngesifo sohudo (Kholera) osithola uma ngabe uphuze noma usebenzise amanzi angahlanzekile. Umphakathi waqwashiswa nangokuthi uma umuntu ephethwe yilesifo ungamenzela ingxube ekhaya kodwa uqinisekise ukuthi uyaya emtholampilo angalali engayanga. Leglucose yenziwa ngendlela elula ewukuthi: uthatha ilitha yamanzi uwabilise, ufake uhhafu wethisipuni likasawoti, ufake amathisipuni awu-8 ashukela bese uyahlanganisa.



Community members receiving 500ml bottles of bleach

Umphakathi wathola izihlanzi (bleach) abangazisebenzisa ekuhlanzeni amanzi abawaphuzayo.



The staff singing happy birthday

HAPPY BIRTHDAY MADIBA

On the 18th of July 2008 every citizen of South Africa was urged to wear black and white clothing as a tribute to celebrating the 90th birthday of the South Africa's first black and democratically elected president, Mr. N Mandela. The response was good as you can see (left picture) our staff members and management looking very beautiful in their black and white.

IMBIZO YASE MZUMBE

Ngomhlaka 15 May 2008 kwakuneMbizo eyayibanjelwe eN-yavini Community Sports Grounds. Kwakukhona umnyango wezempilo, abaholi bendabuko inkosi yendawo u Z.E Ngcobo, Local government and traditional affairs (Mrs T.C Mavundla), Umasipala waseMzumbe kanye nemeya uMnu. M.A Chiliza, Abakwa Environmental Health, Eskom kanye nomnyango wakwa Social Development. Yonke leminyango yanikeza umphakathi ulwazi olugcwele ngokusebenza kwayo nokubaluleka kokubambisana phakathi kwabasebenzi nemiphakathi. Nomculi wezokholo odumile uS'fiso Ncwane wayenga-zibekile phansi ejabulisa izihlwele.



uS'fiso Ncwane eculela izihlwele

The government of today encourages taking service to the people which should be the new approach of working for public servants . On the 14th of April 2008, a consultative forum was held at Umzinto Municipal Hall. Different government departments



Our mobile clinic nurses providing service

gathered to give useful information to our clients and the community, about things or subjects that touches almost their everyday lives. Roles and services of the departments were explained and another aim was to hear from the public whether the services were rendered in a satisfactory manner. Different informative stalls were organized outside the hall for the public and workers (HR, Mental health, Bead work, HIV/AIDS,



the proper way of breast feeding

TB, Emergency care, Healthy eating, Breast feeding and infant care, Occupational therapy and other departments. Sister T.R Gumede kept us entertained with her jokes as the Programme director.

The department of health (G.J Crookes hospital) gave information on Primary Health care, Hospital services, Referral systems, HIV/AIDS and TB, Home based care (UVHAA), Emergency Medical Rescue services and Clinic Upgrading & Building programme.



The community was encouraged to use their hands

Cpt. Gambushe from South African Police Services (SAPS) gave information on Women & Child abuse, Buying of goods from street vendors and emphasized that because of high crime rates pensioners should be escorted by their relatives to pension pay points. The Department of Education was represented by Mr. Dlamini who emphasized on the literacy programme available in the community. He explained on ways the community may apply to access the ABET education programme and various other programmes offered. He also encouraged the community to access and attend computer literacy classes in their areas.

Mr. Cele from the Department of Home Affairs explained the necessities of timeous application for birth certificates, registration of home deaths. He also explained the procedure to follow when applying for Identity Documents for the first time at age 15. All lost Identity Documents to be reported to the SAPS as soon as discovered in order to prevent the perpetration of fraud.

The last presentation was by Eskom, when Mr. H Mtshali explained the recent load shedding. He also pleaded with the community to be energy efficient, a small change will make a huge difference because the country is in a crisis and needs the community, businesses, government and all organizations to be responsible with electricity.

OUR HOSPITAL TAKING SERVICE TO FLOOD VICTIMS

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One of the areas affected, the area was inaccessible

Many citizens were left without homes, food, clothing and transport after the heavy floods that started on the night of 17 June 2008 in some of the areas under Umdoni Local Municipality in the South Coast.

Local government institutions were called to give assistance to the victims, relatives and the neighboring communities. G.J Crookes Hospital was there from the first day as a representative of the Department of Health.

Water Pipes were damaged and citizens left without water for about a week . Some of the citizens relied on water from the rivers and they were likely to get diarrhea . The weather was cold and residents were exposed to fever. Other victims were not able to get through their days and needed urgent trauma counseling. Some did not even have nutritious food and needed urgent help, especially children.

Our hospital had one of their mobile clinic teams stationed at the uMzinto Hall, which was the holding area for the flood victims. They provided much needed service to the victims and a lot of citizens were examined, those who needed further attention were referred to our hospital. Medication was also dispensed to the locals.



Hospital manager and PRO handing over the clothes to Ms M Ngubane, Manager: Legal & Estates .

Trauma counseling was also provided by our hospital to the citizens. We even provided porridge, baby disposal diapers, toothbrushes and toothpaste for the victims. Our staff members were asked to make clothing donations as the days were cold and most citizens needed clothes to keep themselves warm. The response was very well from our generous staff who contributed a variety of clothing, ranging from jerseys, jackets, skirts, shirts, t-shirts, infant clothing and even shoes!! All the clothes were handed over to the office of the Mayor of uMdoni Local Municipality on the 2nd of July 2008.

KZN Premier Mr. Sbu Ndebele, KZN Minister of health, Ms Peggy Nkonyeni, KZN Minister of transport Mr. Bheki Cele, and other dignitaries were present to give their much needed support to the victims. G.J Crookes hospital was also part of the Joint Operations Committee (JOC) that was set up which monitored and controlled everything that was related to the disaster.

Inspirational quotations

There is no simpler or more expressive way of communicating goodwill than by smiling, whether or not we know the person we present it. A smile is always a gift worth giving ~Vietnamese Buddhist thinker~

Sports & Recreation



Players and management with the trophy

Ugu Health District in co-operation with Old Mutual held a Move for Health Day in St Martins sports ground, Port Shepstone on the 21st of June 2008. G.J Crookes Hospital participated in walking, running, dancing, tug of war, sack race and taebo. Out of seven institutions, our hospital took third position and it was a joyful moment for everyone, trophies and medals were presented to participants. People were encouraged to live healthy lifestyles. Which involves exercises and nutritious food.



Netball in action

A friendly game was organized between our hospital and the local team of police on the 23rd of July 2008. Unfortunately the women did not pitch for the game because of unforeseen commitments and we could not cancel the games.

To avoid disappointment our ladies competed with males from the soccer team who were very good and gentle. Obviously the

ladies won the match which was an accomplishment because the guys were competitive and knew netball as much as they know soccer.



Guys playing soccer

We are looking forward to a year that is filled with fun activities and sports events like the ones listed above.

PUBLIC RELATIONS DEPARTMENT



Nksz S. Duma—PR Intern

“Kuyintokozo enkulu kumina ukuba ngithole ithuba lokuba omunye wabasebenzi besibhedlela I G.J Crookes ngiyethemba ngizokuthokozela ukuba kulesibhedlela kuze kufike isikhathi sami sokuhamba. Kulabo abangazi nabangazi ukuthi ngenzani esibhedlela ngingu Nksz. Sineziwe Duma oqeqeshelwa ukuba umxhumanisi womphakathi nesibhedlela phecelezi (Public Relations Intern) ngizoba sesibhedlela isikhathi esiwunyaka

ngiyethemba ngalesikhathi ngizokwazi ukufunda konke engikudingayo ukuze ngikwazi ukuba umsebenzi oseqophelweni elidingekayo” Nksz. S Duma

Kuyasiza uma sisebenza ngokubambisana singabasebenzi base G.J Crookes. Ngoba uma abantu bebambisene benza izinto ezimangalisayo nezinepumelelo. Njengoba nesisho esidumile sesingisi sithi “Together we stand and divided we fall”. Kukho konke esikwenzayo masikhumbule ukuthi Umphakathi siwubeka phambili, njengoba nemithetho ye- Batho Pele isho njalo. Nksz . Thobile Hadebe.



Nksz. T Hadebe—PRO